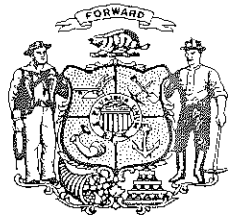


# STATE OF WISCONSIN

SENATE CHAIR  
MARK MILLER

317 East, State Capitol  
P.O. Box 7882  
Madison, WI 53707-7882  
Phone: (608) 266-9170



ASSEMBLY CHAIR  
MARK POCAN

309 East, State Capitol  
P.O. Box 8952  
Madison, WI 53708-8952  
Phone: (608) 266-8570

## JOINT COMMITTEE ON FINANCE

### MEMORANDUM

To: Members  
Joint Committee on Finance

From: Senator Mark Miller  
Representative Mark Pocan

Date: October 4, 2010

Re: DHS Report on Management of Milwaukee County Income  
Maintenance Programs

Attached is a copy of a report from the Department of Health Services (DHS) documenting its management of the Milwaukee County income maintenance programs, pursuant to Section 9122(5x) of 2009 Act 28 (the 2009 biennial budget act).

Act 28 requires DHS to provide the Joint Committee on Finance copies of all reports which document its management of the Milwaukee County income maintenance programs, including all monthly Milwaukee County Enrollment Services reports, that the Department is required to provide to the plaintiffs in the litigation against agency officials and others, known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

The report is being provided for your information only. No formal action is required by the Committee. Please feel free to contact us if you have any questions.

Attachments

MM:MP;jm

Jim Doyle  
Governor

Karen E. Timberlake  
Secretary



State of Wisconsin  
Department of Health Services

OFFICE OF LEGAL COUNSEL

1 WEST WILSON STREET  
P.O. BOX 7850  
MADISON WI 53707-7850

TELEPHONE: 608-266-8428  
FAX: 608-267-1434  
dhs.wisconsin.gov

September 30, 2010

RECEIVED  
OCT 04 2010  
BY: ST. Finance

Senator Mark Miller, Co-Chair  
Joint Committee on Finance  
Room 317 East State Capitol  
Madison WI 53702

Representative Mark Pocan, Co-Chair  
Joint Committee on Finance  
Room 309 East State Capitol  
Madison WI 53703

Dear Senator Miller and Representative Pocan:

Section 9122(5x) of 2009 Act 28 requires the Department of Health Services to provide the Joint Committee on Finance copies of all reports documenting its management of the Milwaukee County income maintenance programs that the Department is required to provide to the plaintiffs in the litigation known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

Attached is the 10<sup>th</sup> report provided to plaintiffs, which was transmitted on September 29, 2010. Please contact me at 266-9622 with any questions.

Sincerely,

A handwritten signature in cursive script that reads 'Diane M. Welsh'.

Diane M. Welsh  
Chief Legal Counsel



OFFICE OF LEGAL COUNSEL

1 WEST WILSON STREET  
P.O. BOX 7850  
MADISON WI 53707-7850

TELEPHONE: 608-266-8428  
FAX: 608-267-1434  
dhs.wisconsin.gov

Jim Doyle  
Governor

Karen E. Timberlake  
Secretary

**State of Wisconsin**  
**Department of Health Services**

September 29, 2010

Ms. Anne L. DeLeo  
Nelson, Irvings & Waeffler, S.C.  
2675 N. Mayfair Road, Suite 420  
Wauwatosa, WI 53226-0140

Re: *West et al. v. Timberlake, et al.*  
Case No. 08-CV-670 (E.D. Wisc.)

Dear Attorney DeLeo,

Attached please find the State Defendants' monthly report for performance of the Milwaukee Enrollment Services Center for August, 2010, as set forth in Section III.B. of the Settlement Agreement in the above-referenced case.

If you have any questions about the report, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Diane M. Welsh".

Diane M. Welsh  
Chief Legal Counsel

CC: Karen Timberlake, Secretary  
Kenneth Munson, Deputy Secretary  
Jason Helgeson, Division Administrator  
James Jones, Deputy Division Administrator  
Edward Kamin, Milwaukee Enrollment Services  
Steve Kilpatrick, Department of Justice

# Milwaukee County Enrollment Services Report

August 2010

(as of 8/31/2010)

Report	Criteria	Details	
		Count	Percentage
Programs Open for and Confirmed	BadgerCare Plus Only	15,501	14.02%
	Medicaid EBD Only	12,742	11.53%
	Medicaid Other Only	2,091	1.89%
	BadgerCare Plus and FoodShare	45,377	41.05%
	Medicaid EBD, LTC and FoodShare	8,906	8.06%
	Medicaid Other and FoodShare	4,056	3.67%
Timeliness	FoodShare	21,869	19.78%
	<b>Total Cases</b>	<b>110,542</b>	
	<b>Applications Processed in Month</b>	<b>5,726</b>	
	Applications Processed Timely	4,840	84.53%
	Applications Processed Untimely	886	15.47%
	<b>Reviews Processed in Month</b>	<b>8,648</b>	
	Reviews Processed Timely	8,251	95.41%
	Reviews Processed Untimely	397	4.59%
	<b>SMRFs Processed in Month:</b>	<b>3,287</b>	
	SMRFs Processed Timely	2,879	87.59%
	SMRFs Processed Untimely	408	12.41%
	<u>Received by the 5<sup>th</sup> day of the Month</u>	<b>1,946</b>	
	Processed Timely	1,875	96.35%
	Processed Untimely	71	3.65%
	<u>Received after 5<sup>th</sup> day but within the Month</u>	<b>1,341</b>	
	Processed Timely	1,004	74.87%
	Processed Untimely	337	25.13%
Verification-Related	Number of Cases Pending Due to Verification <sup>a</sup>	7,375	
	% of verification documents requested as a result of a reported change that are timely processed	100.00%	
Churning	Number of Cases Closed in Last 60 Days and Reopened This Month	502	8.77%
Change/Call Center	Total Phone Calls Milwaukee Change/Call Center	63,148	
	Percentage Answered <sup>b</sup>	63.82%	
	Average Hold Time	17.74 minutes	

<sup>a</sup> This represents the total number of cases in which verification was requested from an individual and are still pending at the end of the month, whether or not the individual has provided the verification. The verification could have been requested for any ongoing case and could be for a review, SMRF, or reported change.

<sup>b</sup> Approximately 36% of incoming calls are abandoned before the caller speaks with a staff member. These include calls where the caller received the information he or she needed from the messaging and therefore did not need to speak with a staff member. It is not currently possible to identify the reason that a person hung up.